

TRANSFORMING THE AIRPORT INN INTO PERMANENT SUPPORTIVE HOUSING:

SUMMARY OF COMMUNITY ROUNDTABLE DISCUSSIONS

On November 30 and December 14, 2022, the City of Chattanooga held community roundtable discussions to solicit input on its plan to [transform the old Airport Inn property](#), located at 7725 Lee Highway, into permanent supportive housing for Chattanoogaans in need.

Forty-eight residents attended the roundtable discussions, and their individual input related to the project is summarized into the combined themes and suggestions below. City officials are using the feedback to inform the development of a request for proposals (RFP) for a contractor to renovate the property and a service provider to staff and manage the complex.

SUMMARY OF COMMUNITY INPUT

BOLDED SUGGESTIONS WERE REPORTED MOST FREQUENTLY

Accountability: Expectations for the service provider and residents to help ensure the project's success

Primary suggestions:

- Clearly define success using pre-established process and outcome measures
- Document and share regular progress updates with the community
- Prioritize partnerships with local subject matter experts who have demonstrated expertise on similar projects
- Ensure a doctor or registered nurse, along with a mental health expert, is onsite at all times to support residents with competent and compassionate care
- Establish a "code of conduct" for residents and staff
- Establish a clear procedure for the community to report problems or grievances
- Form a resident council to encourage residents to hold each other accountable
- Create a constant feedback loop for residents and the community through a "suggestion box," resident exit survey, and open meetings at regular intervals
- Prioritize residents who are terminally ill or who have children as part of the screening process
- Consider tax payers in all decisions

Services: Suggested onsite resources and services to support residents and the surrounding community

Primary suggestions:

- Ensure easy access to transportation so that residents can easily access food, shopping, and appointments
 - Coach residents on using CARTA Go and provide 24/7 access to the app
 - Consider purchase of vans to provide regularly scheduled rides
 - Consider adding a new bus stop within a short walk from the complex
- Provide onsite life skills training classes on topics such as riding the bus, using food stamps, cooking, and finance and budgeting
- Provide onsite childcare and family orientation, if residents with children are permitted
- Provide onsite access to wifi and computers
- Facilitate onsite classes/gatherings to promote healthy lifestyles, including a garden club, physical activity classes, smoking cessation/AA meetings
- Ensure case workers and mental health staff are onsite 24/7
- Provide job placement services, including job application assistance, job fairs, and established connections with work outreach programs



Property Improvements & Aesthetics: *Improvements to the building and grounds as part of the renovation process*

Primary suggestions:

- Add sidewalks and foot paths around the property
- Ensure the complex is compliant according to the Americans with Disabilities Act
- Include landscaping with new plants, patios and grills on the grounds, a playground, and a community garden
- Include ample parking for residents, staff and visitors, including handicap spots
- Improve the facade, to include a welcoming entry, new paint colors, a brick facade or finishes, and awnings
- Construct a low brick wall or fence around the property
- Complete a thorough environmental assessment of the site before renovations begin
- Add community spaces for residents to gather, including a communal game room or den, a community kitchen, a business resource center with computers, and a mailroom
- Ensure resident units are private and secure with quality furniture and natural light
- Choose a different location for the project that's more walkable and closer to more amenities

Operations: *Policies and procedures to ensure successful daily management of the complex*

Primary suggestions:

- Provide 24/7 onsite security with increased patrol of the area by CPD
- Establish procedures/guidelines for cleanliness of complex:
 - Establish policy for trash services/pick up schedule
 - Provide pest control services
 - Provide safe and clean water
- Provide regular maintenance of the building and grounds
- Establish process for laundry (in unit or onsite facilities)
- Establish fire plan and tow policy
- Provide safety signage and emergency lighting or generator
- Set regular check-ins for residents and operations staff to discuss problems and needs
- Establish process for mail delivery and pick up
- Ensure each resident has a unique home address
- Maintain a resident text distribution list for emergencies
- Establish guest screening policies
- Maintain an onsite food supply in case of emergency

Community Engagement: *Ongoing ways to engage the community in the project*

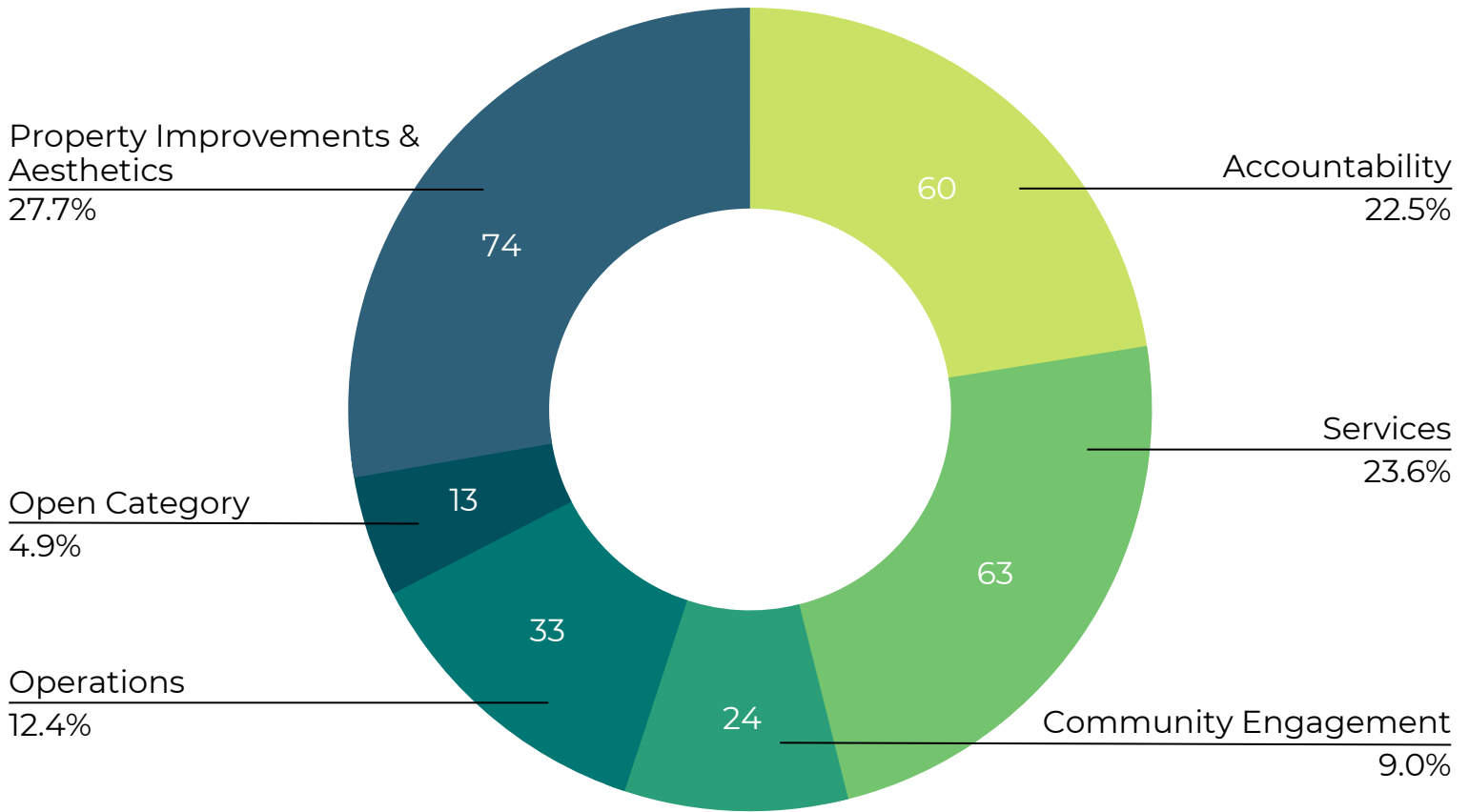
Primary suggestions:

- Establish a defined partnership with the surrounding community, to include a designated "community steward" and stakeholder group that meets regularly with the service providers and residents
- Organize a neighborhood watch for the surrounding area in partnership with CPD
- Develop a list of volunteer opportunities for community members of all ages, including creation of welcome baskets for new residents, assistance with voter registration, and group prayer opportunities
- Develop a monthly newsletter about project updates and share with the community



COMMUNITY INPUT

NUMBER OF SUGGESTIONS FROM COMMUNITY MEMBERS BY TOPIC AREA



Learn more at cha.city/airport-inn

